

# **BEING A USEUCOM SPONSOR**



**THE BEST FIRST  
IMPRESSION YOU'LL  
EVER MAKE**

# Headquarters Sponsorship Program

The Headquarters Sponsorship Program is intended to ensure that all new members feel welcomed and fully integrated into the European Command headquarters family.

Sponsorship program documents are available online at ([www.eucom.mil/programs/sponsor/index.htm](http://www.eucom.mil/programs/sponsor/index.htm)) in two formats:

- ◆ The web format, which includes hyperlinks to key resources and is recommended for online reading and browsing.
- ◆ An Acrobat file (.pdf) which includes all of the text, and is recommended for printing. See our viewers page online at ([www.eucom.mil/tools/viewers/index.htm](http://www.eucom.mil/tools/viewers/index.htm)) if you need an Acrobat viewer.

The philosophy of the sponsorship program is that no one person can be a sponsor alone. This is a team effort, and directors as well as sponsors, are keys to success. Within this package you will find the following information to assist you in being a USEUCOM Sponsor, "The Best First Impression You'll Ever Make."

- ◆ A Message from the Chief of Staff, USEUCOM
- ◆ Being a Part of the Team and Tips
- ◆ Sponsor's Checklist
- ◆ Sample Sponsor Letter



HEADQUARTERS  
UNITED STATES EUROPEAN COMMAND  
UNIT 30400  
APO AE 09128

## **SPONSORSHIP**

**Congratulations!** You have just been selected to sponsor a new member to our Stuttgart community. Your role as a sponsor sets the stage for the success of new transitions to USEUCOM.

You represent the first glimpse this new team member will have of the U.S. European Command and Germany. The impression you make will be a lasting one.

We ask you to do your very best to make this move the smoothest ever for our new team member and use all the resources available to achieve this objective. Remembering the “Golden Rule” is a good place to start. Simply think about how you’d like yourself and your family to be sponsored.

MICHAEL A. CANAVAN  
Lieutenant General, USA  
Chief of Staff

## **BEING A PART OF THE TEAM**

### **OBJECTIVE:**

- Ensure newcomers arrive feeling like members of the unit and have a positive first impression.

### **STRATEGY:**

- Provide proactive assistance to newcomers and their families...Pave the way for a smooth transition

### **TACTICS:**

- Assess the needs of the newcomer and family...Individualize the service and be responsive to their needs.
- Request assistance from helping agencies on post if needed.

## **TIPS TO “MEETING THE NEED”**

Great sponsorship is the key to starting off a EUCOM assignment. It pays dividends for the entire tour! Here are some pointers about making the newcomer feel like an important part of the team.

- \* *LISTEN* - many times a newcomer can reduce stress associated with a move by merely talking to someone “already there” who cares.
- \* *DETERMINE THE NEED AND MEET IT* - sometimes newcomers don’t know what they need, so when they answer “nothing,” be suspect.
- \* *BE A SPONSOR TO THE ENTIRE INBOUND FAMILY* - ask questions about the newcomer’s family and their background; what they like to do for hobbies.
- \* *IF YOU MISS A CALL, ALWAYS CALL BACK* – even if it’s the next day. Tell the newcomer who to call if you are going TDY or will be otherwise unavailable for a period of time.
- \* *BE OPEN AND HONEST, BUT STAY POSITIVE* – let the newcomer form their own impressions about the post and local area.
- \* *IF YOU CAN’T RESPOND TO YOUR NEWCOMER’S NEEDS, GET SOME HELP* – your supervisor, first sergeant, or the Relocation Assistance Staff at the Army Community Service Center (ACS) can help you find the answer you need (430-7176). Remember, no one expects you to be a relocation expert.

## SPONSOR'S CHECKLIST

The needs of each newcomer will be different, so you must find out what those needs are and then respond to them. It is not good enough to just say "let me know what you need"...good sponsorship is proactive! As a minimum, you should accomplish the items in this checklist. Remember this is part of your job, it's not an additional duty!

If you have any comments or suggestions for improving the sponsorship program, or if you encounter any problems while you are a sponsor, contact your Joint Service Element in ECJ1 (430-7209).

### SPONSOR'S LETTER:

\_\_\_ Contact the individual you are sponsoring by mail (or email) within 5 days of your notification of sponsorship. Be sincere and friendly. Make recommendations and keep a positive tone. Put yourself in their place.

\_\_\_ Use a personal tone; write as if you were sending a letter to a friend. Include the following:

- Congratulate the newcomer on their assignment. Mention you are their primary sponsor until they are settled in (also provide alternate sponsor & phone number.)
- Tell the newcomer a little about yourself.
- Ask the newcomer if they are single or married, if family members will accompany them on the assignment.
- Ask when they plan to arrive and the amount of luggage (an estimate works.)
- Mention how long you have been stationed here, a little about the unit's mission, their work center.
- Let the newcomer know how/where to forward mail.
- Offer your assistance in arranging for temporary lodging, ask for a copy of orders so you may reserve temporary lodging on base.
- Encourage the newcomer to call, write, or e-mail you.
- Ask the newcomer if there are any special concerns they may need help with.
- Offer to send additional information. Make sure you follow through.
- See sample sponsor letter.

### DUTIES BEFORE ARRIVAL:

\_\_\_ Send a personal letter of welcome to the individual, that includes a pre-arrival packet from ACS.

- a) If there are family members, ask your spouse and children to write the new member's spouse and children.
- b) See your Work Group Administrator to set up an Advance Email Account.

\_\_\_ Reply promptly to any requests.

\_\_\_ Obtain date, time, place of arrival, departure place, flight number, and make sure they have phone numbers to the unit, MP station, unit duty officer and your home. Obtain and provide their mail box number (no need for orders to have a box number assigned.)

- \_\_\_ Contact the Housing Referral Office regarding housing.
- \_\_\_ Make temporary housing arrangements as required. (Pets?)
- \_\_\_ Inquire about plans for their privately owned vehicle. Assist in getting information about purchasing a vehicle if requested by new members.
- \_\_\_ Assist with the telephone information (how to call Germany from U.S., call back services, calling cards)
- \_\_\_ Tell them about inprocessing.
- \_\_\_ If you haven't already attended ACS Sponsorship Training, call 430-7176 and schedule yourself ASAP, as they have many great ideas.

### **DUTIES ON ARRIVAL:**

- \_\_\_ Meet newcomer. (Stuttgart airport 0711-948-3388, Frankfurt Airport DSN: 330-6185, Commercial: 069-690-5130. Rhein Main Airport info: DSN: 330-1100, Commercial: 069-690-1100)
  - a) Establish a method of recognition if you're meeting them at the airport or crowded location
  - b) If the newcomer is driving, designate a meeting place and time (send map and detailed directions to the designated meeting place.)
- \_\_\_ Inform newcomer of different power sources - don't plug 110 into 220 outlets.
- \_\_\_ Assist in immediate needs of the family, regarding hold baggage and household goods.
- \_\_\_ Escort the newcomer to the Central Processing Facility (CPF) to drop off records (personal, medical, dental) and get appointment for the short Stuttgart Orientation the following day at 0800 (lasts approx 2-3 hours.)
- \_\_\_ Escort individual to the Finance office to file travel voucher.
- \_\_\_ Visit the loan closet if applicable.
- \_\_\_ Show the individual/family the installation facilities and local area.
- \_\_\_ Escort the individual to the Joint Element for inprocessing and any other facilities that the newcomer member may need.
- \_\_\_ Assist in arranging for Quartermaster furniture, if needed.
- \_\_\_ Be thoughtful and have some snacks available for that first day!



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APO AE 09128

MAJ Jane Doe  
Joint Chiefs of Staff  
Pentagon  
Washington, DC 22555-6633

Dear MAJ Doe,

Congratulations on your selection for duty with the (Organization), Headquarters, United States European Command. You will find this assignment a most challenging and exciting tour of duty.

The Stuttgart area is quite picturesque and there are numerous things to do. I know you will enjoy the adventure of living in this delightful region of Germany.

My name is (Rank/name) and I will act as your sponsor. My office phone is \_\_\_\_\_. My home address is \_\_\_\_\_ and home telephone number is \_\_\_\_\_. My email address is \_\_\_\_\_. (I'm married with one child age 12 so I can tell you about our middle school). Please contact me as soon as possible so I can provide you with maximum assistance. Your alternate sponsor is \_\_\_\_\_. he/she can be reached at \_\_\_\_\_.

Our local Army Support command (6<sup>th</sup> ASG) has a great website with lots of information. I'd recommend you take a look at it at ([www.stuttgart.army.mil/newcomer.htm](http://www.stuttgart.army.mil/newcomer.htm)). The Headquarters United States European Command ([www.eucom.mil](http://www.eucom.mil)) website also has an extensive amount of newcomers information which you may find valuable.

Our division here in ECJ\_\_\_ is busy writing the CINC's congressional testimony. While staff work can sometimes be hectic, we see the product of our efforts. Duty uniform during normal duty hours (and inprocessing) is fatigues or Class B's, some occasions for Service Dress.

You will require access to Sensitive Compartmented Information, which requires that you have a Special Background Investigation (SBI) completed in the last 5 years. If your SBI has expired, please contact your security office and get the necessary paperwork started ASAP.

If you want me to get you a Post Office Box just let me know. We can get one within a matter of hours so you can start forwarding your mail.

Please contact me so I can plan for your arrival and inprocessing. Our notification shows you as (married with one child). As soon as you know your travel plans, please contact me with your details and I'll start making reservations for your temporary housing in Stuttgart.

Welcome to EUCOM and Stuttgart, gateway to Europe!

Sincerely,